**CASA Volunteer Services Manager**

**Job Description**

**Mission:**

CASA of \_\_\_\_\_\_\_ recruits, trains and supports Court Appointed Special Advocates in \_\_\_\_\_County who serve as volunteer advocates on cases open in juvenile court due to abuse, neglect or dependency.

**Description:**

The Volunteer Services Manager is responsible for managing CASA volunteers and their assigned cases. As part of their case management duties, the Manager provides professional staff support to CASA volunteers ensuring that children involved with CASA of \_\_\_\_\_\_\_ receive sound advocacy and representation of wishes and best interest in juvenile court. This role is also responsible for volunteer supervision including case documentation review and coordination of cases. Also, other activities as assigned by the Executive Director that advance the mission of CASA of \_\_\_\_\_\_\_.

**Responsible to:**

Executive Director

**Qualifications:**

* Bachelor’s degree required in a social-service related field, experience in the child welfare system, social services, or volunteer coordination/supervision
* Ability to communicate with, supervise and empower volunteers to be effective in their roles.
* Ability to build community awareness and network with other community agencies.
* Ability to speak publicly with a professional tone and demeanor.
* Knowledge and understanding of issues and dynamic within families in crisis relating to child abuse and neglect.
* Skill to advocate strongly and professionally on behalf of clients and families in conflictual situations and to work resourcefully and independently to identify and seek out needed information and resolutions.
* The ability to utilize a variety of computer software packages such as Word, Excel, and Databases.
* Ability to professionally and adequately serve as a CASA volunteer after completion of pre-service training.

**Requirements:**

* If hired, ability to complete pre-service training to become a certified Court Appointed Special Advocate
* Valid driver’s license. Must maintain a driver's license during employment.
* Successful completion of background check and central registry check.

**Duties and Responsibilities:**

**VOLUNTEER SUPERVISION**

* Provide support to volunteers regarding their case including problem solving, resource information and guidance related to the child welfare system. Contact, through the system or other means, with CASA volunteers should be at least once per month and documented.
* Supervising and guiding volunteers and making sure that the volunteer’s activities are following both the CASA mission and applicable state and federal laws and standards. Meet with volunteers for monthly check-ins.
* Supervise volunteers in preparation of court reports and recommendations and edit/revise as needed.
* Reinforcement of confidentiality policy with every volunteer.
* Assist with recruitment and screening of potential advocates.
* Assist with training and orienting new volunteers.
* Participate in evaluation of volunteer performance and periodic documentation checks.
* Consult with appropriate service providers. And assist volunteers on professionally communicating with social service workers during contentious times in the case.
* Assist in preparing volunteers for court testimony.

**PROGRAM DEVELOPMENT**

* Attend conferences and workshops as assigned in their development plan.
* Complete required data entry into database.
* Compiling statistics on all active cases, including outcome measurement, demographics and placements.
* Actively participate in staff meetings and board meetings (when necessary).
* Attend and assist with all volunteer appreciation events, pre-service training, in-service training, and other functions coordinated by CASA.
* Assist in public speaking, community outreach, and community committees as needed.
* Collection and development of case success stories and challenges to be shared in monthly staff meetings.
* Act as a representative of CASA of \_\_\_\_\_\_\_ by participating in community task forces, or other programming.

**PROFESSIONAL DEVELOPMENT**

* Adhere to the program policies on dress, professional conduct and demeanor.
* Modeling the mission as the public face of CASA.
* Always maintain confidentiality with staff, volunteers and court appointed professionals.
* Create and develop a yearly self-development plan with the Executive Director.
* Actively participate in annual performance review by proactively documenting and sharing milestones, achievements and ideas for improvement with the Executive Director.

**Job Type:**

Full-time non-exempt flexible 40 hours. Scheduling will be roughly M-F 8-4 but will vary based on the needs of the program with the possibility of remote office hours.